

## **Chapter 3 - Roles and Responsibilities of a Disability Employment Adviser Leader**

### **Introduction – role and responsibilities of a Disability Employment Adviser Leader**

1. Your full responsibilities are set out in the Disability Employment Adviser Leader's (DEAL) job description in the Jobcentre Operating Model Job Roles. This should be read together with the generic Jobcentre Directorate Key Work Objectives (KWOs).

2. As a DEAL, you are responsible for coaching, leading and building the DEA team to support jobcentre and district colleagues in achieving national performance measures. You must do this by:

- building and maintaining your own capability and that of your DEA team. They are a champion for securing disability employment outcomes and must actively promote the benefits of employment to improve health for claimants.
- being an enabler, focusing on supporting their DEA teams to up-skill One Service colleagues to develop their skills to work effectively with claimants and understand the interaction between individuals, their health and disability, and employment.
- coaching and encouraging DEAs to help claimants to identify their own job related strengths and needs in relation to job search, including the need for workplace support to enable the individual to take up an employment opportunity, such as a work trial of work experience, and/or move into lasting employment.
- understanding how the DWP strategic priorities translate into business as usual, for example linking the Enhanced Support Offer (ESO) with moving one million more disabled people into work and linking with work that is happening in the community or local initiatives.
- working with the local Senior Leadership Team (SLT), the Senior Work Psychologist Managers, Employer and Partnership Teams (E&P teams) and external partners to drive the disability employment agenda.
- being a source of support and advice for DEAs where claimants have complex employment situations involving health conditions and disabilities. This includes supporting E&P teams to:
  - influence employer beliefs and attitudes, and
  - negotiate employment opportunities for claimants.
- where required by the district plans, identifying outreach opportunities for the DEA team, working closely with outreach workers, promoting DWP employment related support and access services for claimants who may have a health issue or disability.
- being the Single Point of Contact (SPoC) for health and disability related organisations (including GPs, NHS, Disability Peer-led Organisations, social prescribing link workers and charities) supporting claimants, employers and partner organisations.
- actively promoting DWP services and The Disability Confident Scheme to external organisations and employers. They must work with E & P and Third Party Provision teams to ensure there is no duplication of contact with employers and partner organisations.

### **Disability Employment Advisers (DEAs)**

3. You will be responsible for DEAs on your team and the full job role description can be found in the Jobcentre Operating Model Job Roles.

4. The DEAL manages a team of DEAs, within the Customer Service Leader team. The DEAs will work with up to 22 work coaches, enhancing the work coaches' ability to deliver excellent customer service to claimants who have a health condition or disability which impacts on their ability to find or sustain work. See the DEAL and DEA job roles.

5. The DEA will use their own experience and collaborate with internal teams, for example Work Psychologists, Employer and Partnership, Third Party Provision and external stakeholders, to identify shortfalls of employment and provision for claimants with a health condition or disability, working with them to create local solutions.

## **Working with Employer Engagement and Third Party Provision teams**

6. You must:

- lead and progress a strategy to address gaps in employment for claimants with a health condition or disability. The strategy owner is the DEAL
- set up monthly meetings with their Employer Engagement team to develop and progress the strategy, inviting participation from the Work Coach Team Leader, Partnership Manager, Third Party Provision, Work Psychologist or external organisations as necessary.
- centre the discussion around any outputs from skill/case conferences, group case conferences and Work Psychologist meetings which have identified gaps in employment opportunities for claimants with a health condition or disability
- plan and communicate employment solutions with Employer Engagement, for example job shadowing, job trials, apprenticeships, contracted employment
- provide advice and support to the Employer Engagement team, who work with retention cases. See Retention cases for further information

## **Working with External Organisations - GPs, NHS, disability-specific charities and organisations**

7. You, supported by your DEAs, are the jobcentre Single Point of Contact for external health and disability related organisations. You must build a comprehensive network of support, to help work coaches to deliver the best possible service to claimants who have a health condition or disability which impacts on their ability to find and stay in paid employment.

8. You must:

- raise awareness of jobcentre support in local GP surgeries
- form partnerships with organisations who are able to support claimants with a health condition or disability
- work with disability-specific charities to help raise work coaches' awareness of the provision and support which is available for people with specific disabilities.
- arrange for these organisations to attend office/team meetings when appropriate
- ensure any changes in external health and disability services are communicated throughout the district if there is a potential impact on claimants e.g. a reduction in occupational therapists, closure of a mental health charity

## **Quality Coach**

9. The Quality Coach works as a member of the District's quality team and will most likely report to the Jobcentre Customer Service Manager. However, their role is fundamental in helping you to highlight good quality as well as identifying any learning needs that may need to be addressed.

10. The Quality Coach will promote the quality agenda throughout the cluster, completing tier 1 checks and evaluating results to provide levels of assurance and drive improvements. They will also work with you to improve the understanding of cause and consequence of errors and process compliance.

- Further information on the Quality Coach job role can be found in the Jobcentre Operating Model Job Roles.